GOVERNMENT OF INDIA
COMMUNICATIONS AND INFORMATION TECHNOLOGY
LOK SABHA

UNSTARRED QUESTION NO:2493
ANSWERED ON:17.03.2008
POSTAL SERVICE IN BORDER AREAS
Reddy Shri Magunta Sreenivasulu

Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether the Department of Posts has been assuring quality services within the country and across the borders as per the requirement of the customers; and

(b) if so, the details thereof?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. SHAKEEL AHMAD)

(a) Yes, Sir.The Department assures Quality services being provided to its customers across the country including border areas.

(b) The Department has assured Quality service to its customers. To achieve this a constant watch on the operations related to various services is maintained to ensure quality of service. This is done through a system of reports generated from one level to the other, surprise checks, constitution of special squads etc. For better customer care, 1116 computerized customer care centers have been set up all over the country and connected through a web-based software to ensure speedy response to customer enquiries. The Department has recently revised Citizen Charter and the same is available on the India Post website to facilitate better understanding by the customers.

The satisfaction of the customers is gauged by meetings at Post Forums, Dak Adalats and analysis of complaints to traffic ratio for various services. In an analysis carried out recently the complaint to traffic ratio for various services over the last seven years is indicative of a downward trend. Moreover, the revenue generated by the Department has been constantly going up and the deficit has also been reduced.

The other pro-active steps taken up by the Department for improving customer satisfaction and ensuring consistent quality of service is through implementation of 'Sevottam' − Excellence in Public Service Delivery, wherein emphasis is being placed for improvement in the areas of Citizen Charter, public grievance mechanism and service delivery capabilities. Further, during the Xth Five Year Plan the Department has computerized 8263 post offices. This has cut down the time of waiting in the queues with computer-generated receipts to the customers for their transactions at the counters and improved level of customer satisfaction.